



# TECH TALK

Volume 218 - August, 2015

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## Vehicle Technical Info

NOTE: The ✓ mark is used as a reminder, indicating an article that has been repeated from a previous issue of Tech Talk.



### **MULTIPLE GROUPS – 11, 31, 42, 54, 55**

**QUESTIONNAIRES FOR QUALITY CONCERNS.** MMNA Product Support reports quality concerns directly to the factory (MMC) on a variety of subjects. Specific details regarding these concerns are often needed in order for the factory to fully understand the issue and filling out some basic questionnaires would assist us in this process.

These questionnaires may be aimed at both the vehicle owners and/or the technicians. Service advisors should be aware of these questionnaires and administer them to customers when the vehicles are first brought to the dealer. Questionnaires will be available soon on MDL under "service" —> "service tech resources" —> "Service Related Items" —> "Worksheets, Questionnaires, Job Aids" for the following topics.

- **Piston Scuff** (Engine makes knocking noise) - 2014-15 Mirage. This questionnaire should be completed by dealers intending to replace an engine short block assembly (or long block) for cylinder wall or piston scuffing. Additionally, MMNA would like a sound recording of the noise (knocking noise is a common symptom) and pictures that show:

- Cylinder bore and pistons (top side and both thrust, anti-thrust sides)
- Water jacket
- Oil pan and engine oil condition
- Oil filter

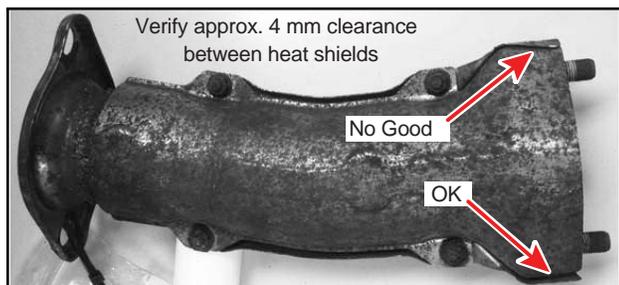
- **TPMS Related Air Leak** - 2014-16 Outlander. This questionnaire should be completed for claims where the TPMS sensor itself is leaking air.
- **TPMS Reception Issue** - 2014-15 Mirage . This questionnaire should be completed prior to replacing the TPMS sensors with communication errors (DTCs C1406, C1408, C1416, C1418, C1426, C1428, C1436, C1438).
- **Driver's Door Power Window Repair/Loose Regulator Bolts** - 2014-15 Mirage . Dealers are required to indicate on an illustration of the driver's door any loose regulator bolts discovered when making power window repairs.
- **Navigation Troubleshooting** - 2014-15 Mirage. This questionnaire will assist in collecting the minimum required information needed to investigate this concern.
- **A/C Compressor Issues (Clutch Spring Broken)** -2014-15 Mirage . This questionnaire should be completed by dealers replacing an A/C clutch or A/C clutch/compressor assembly.

MMNA kindly requests you to complete the related questionnaires (if the vehicle and topic apply) and email/fax them directly to [mmnatechline@mmsa.com](mailto:mmnatechline@mmsa.com) / (714) 934-4279. If there is an open Techline case related to the questionnaire, please attach the form directly to the case (refer to "Tips from the Toolman" later in this publication for instructions on attaching a file to a Techline case). Questions related to this process or questionnaires should be directed to Techline. Thank you for your support in improving the quality of our vehicles.



## **GROUP 15 – Intake and Exhaust**

**FRONT EXHAUST PIPE AND SEAL RING BUZZ, SQUEAK, OR RATTLE (BSR)** — 2011–15 Outlander Sport/RVR. If a vehicle comes in for front exhaust BSR, verify that the heat shields shown in the photo below are not touching. If the heat shields are touching, use a screwdriver or appropriate device to pry them apart so there is approximately 4 mm clearance. If the BSR noise is still present, then replace the seal ring, springs, and bolts. Please do NOT replace the center exhaust pipe with catalytic converter until all other potential causes of BSR have been eliminated.



For a video example of the noise, click on the link below (must have connection to MDL).

Video Example:  
Exhaust Seal Noise



## **GROUP 34 – Rear Suspension**

**REAR AXLE ASSEMBLY REPLACEMENT** — 2014–15 Mirage. If you are replacing a rear axle assembly on a 2014–15 model year Mirage it is important that the new assembly be installed with hand tools and the attaching bolts are torqued to specification. The attaching bolt torque specifications are listed in the Service Manual. Over-torquing the attaching bolts with power tools may affect the rear wheel alignment angles. Use **only hand tools** when installing rear axle assemblies on 2014–15 Mirage.



## **GROUP 42 – Body**

✓ **ABNORMAL FRONT DRIVER SIDE POWER WINDOW OPERATION** — 2015 Outlander Sport/RVR.

**NOTE:** The Techline email address was incorrect in the printed version of Tech Talk Vol. 217. Please use the correct address at the end of this article.

If a customer complains of abnormal front driver side power window operation, please create a video, along with audio, of the abnormal operation. MMNA is investigating the root cause of door glass function problems that are not due to loose regulator to glass attachment fasteners. Include images of the glass and regulator attachment points and the run channel inside the door. Videos can be emailed to Techline at [mmnatechline@mmsa.com](mailto:mmnatechline@mmsa.com).



## **GROUP 54 – Chassis Electrical**

**DAYTIME RUNNING LIGHT (DRL) SUB-HARNESS** — 2009–11 Lancer, 2009–11 Lancer Sportback, 2008–11 Lancer Evolution, 2010–12 Outlander.

A DRL sub-harness has been established for the indicated vehicles above. Instead of replacing the complete headlight assembly, use the following part numbers to repair the DRL function of the headlight: 8395A067 (LH) / 8395A068 (RH). This is also in reference to TSB-14-54-009 and Parts Bulletin TI-XX-01-15.

**AUDIO CONCERNS USING APPLE DEVICES** – 2014 – current models with MMCS, Display Audio System, or Base Audio System with Bluetooth® Hands Free System. For affected vehicles, using an iPhone® device with iOS 8.0 software can cause two types of audio concerns:

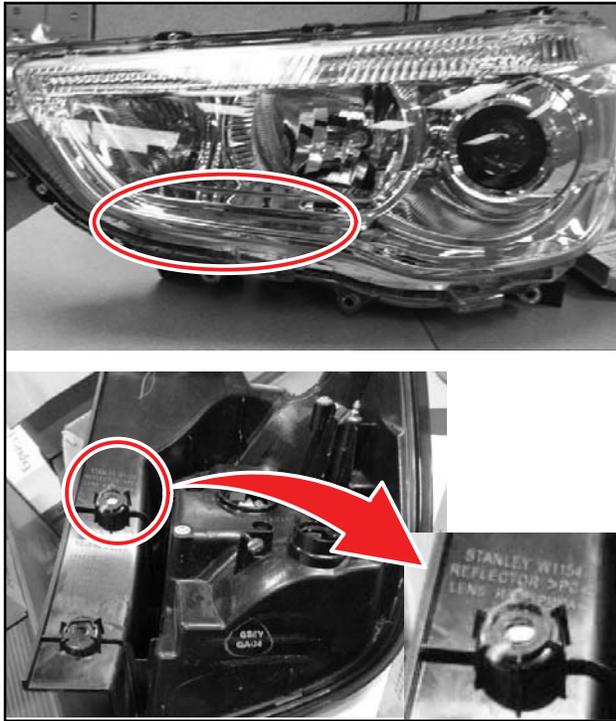
1. A customer can initiate a call using their iPhone, but the call cannot be heard through the vehicle's Bluetooth system.
2. A customer expresses concern that iPhone music cannot be loaded nor played when connected via USB on their vehicle.

The Hands Free System may be unable to read or play music stored on Apple iCloud when connected through a USB port. However, the same music can be read and played when connected through the Bluetooth HFM.

Updating capable Apple devices to iOS 8.2 and 8.3 may offer some improvement to these concerns.

**AFTER-MARKET HEAD LAMPS/TAIL LAMPS** — 2013–15 Outlander Sport/RVR. MMNA Warranty is experiencing an unusually high return of after-market head lamps and tail lamps. “Stanley Corporation” is inscribed on original Mitsubishi (OEM) parts. The inscription is located on the lower front lens of the head lamp, and on the rear mounting surface of the tail lamp. Any other manufacturer markings indicate an after-market part that cannot be

repaired under warranty. Returned after-market parts that were improperly claimed will be debited to the dealer.

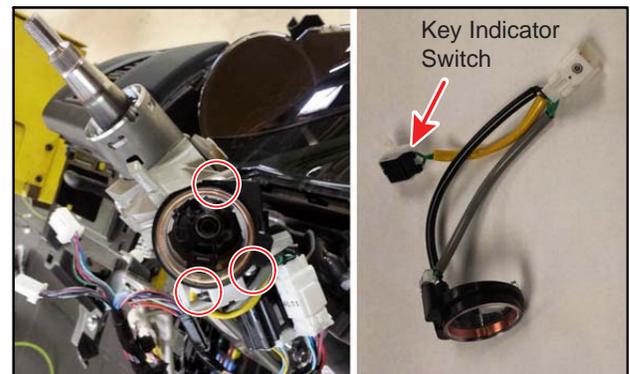


**CONDENSATION OF FOG LAMPS** — 2013-15 Outlander Sport/RVR. MMNA Warranty is experiencing high returns of fog lamp assemblies with only condensation inside the lens. A breather tube at the rear of the assembly is designed to let water vapor evacuate when the lamps are hot. If the condensation evaporates within 30 minutes with the fog lamps on, the fog lamp should NOT be replaced. Dealers will be debited for fog lamps that are replaced for this condition.



**INCORRECT INDICATION OF KEY IN IGNITION** — 2013-15 Outlander Sport/RVR. If the vehicle incorrectly indicates that the key is in the ignition, replace the Engine Starting Switch Attaching Switch (P/N: 4408A155). The key indicator switch detecting the key in the ignition may be operating intermittently.

In order to replace the Engine Starting Switch Attaching Switch, remove the steering wheel, separate the upper and lower column covers, and remove the steering column switches. There is no need to remove the ignition switch assembly. Remove 3 screws that attached the Eng Starting Switch. Refer to the screw locations marked with circles below: one screw for the antenna and two screws for the switch.



For a video example of the intermittent switch operation, click on the link below (must have connection to MDL).

**Video Example: Key Reminder Switch Intermittent Operation**



**HANDS-FREE SYSTEM DIAGNOSIS -**

2007 - current models equipped with hands-free system. A JCI case number is REQUIRED when submitting a warranty claim for hands-free system repair. As noted in TSB-10-54-003, when repairing/replacing a hands-free system on any vehicle, dealers must first contact Johnson Controls, Inc. (JCI) at 888-702-4100 to review the condition and, if appropriate, obtain a case number. This case number MUST be entered on the warranty claim. Claims without a JCI case number will be charged back. Also reference the June 2015 Warranty banner under "service" —> "warranty central" —> "Monthly Banner" —> "Jul/Aug 2015" —> "Latest Warranty Cost Management News" (scroll down to June 2015).

**Section Topics**  
**June 2015**

[Shock/Strut Replacement](#)  
[Labor Operation Add Times](#)  
[Hands-free Module Diagnosis](#)

[WAS 'Flagged Claim Friday'](#)  
[Open Recalls](#)  
["Sticky" Shifter Cleaning](#)

**Hands-Free Module Diagnosis – Do Not Automatically Replace**

As noted in numerous TSBs, including 08-54-011, and 10-54-003, there are specific requirements for any repair and warranty claim on a "hands-free" (Bluetooth) system.

The most important element when submitting a "hands-free" repair warranty claim is noted on the TSB:

***IMPORTANT***

***A JCI case number is required for all hands-free system warranty repairs.  
The JCI case number is also required before contacting Tech Line for  
hands-free system diagnosis assistance.***

There is a "Hands-free" System Information Sheet located at the end of the TSB, as well as available on the Mitsubishi Dealer Link (MDL) on the "Service Tech Resources" page, and under "Warranty Central", in Warranty Forms. Dealers will need to present this completed form when contacting Johnson Controls, Inc. (JCI) at 888-702-4100. When JCI determines there is a confirmed concern with the vehicle or its components, JCI will give the caller a case number, which authorizes **dealer** repairs. This case number **MUST BE ENTERED ON THE WARRANTY CLAIM.**

As noted in the TSB:

**You must enter the JCI case number in the "Spec Value" field of the related warranty claim. Claims without the JCI case number will be charged back.**

Spec Value \*

**TECHLINE**

**(800) 446-6064**



**HOURS:**

**Monday — Friday**

**6:30 – 11:30 am & 12:30 – 3:30 pm**

**All times are Pacific Time**

**NOTE: Techline is closed every THURSDAY  
9:30 – 10:30 A.M for a staff meeting.**

**MEDIC Information**

**MEDIC Hotline (800) 846-7575**

Call the MEDIC Hotline for ALL MEDIC & Scan Tool hardware or software issues. Call TECHLINE for vehicle technical issues.

As of 8/24/15: Total Hits - 6439 Reflash Database: N15021

MEDIC 3 Version - 3.2

MEDIC 3 Update - 344

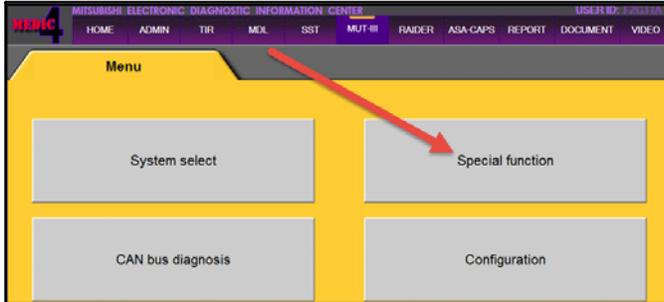
MUT-III Version - 31.02

Raider Scan Tool Version - 6.0

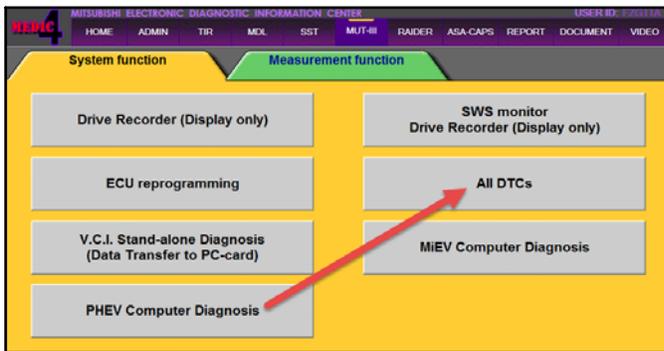
# Tips From the Toolman

## SAVING DTC LIST & ATTACHING TO TECHLINE CASE (from Toughbook/Toughpad)

Follow the instructions below to save and attach a DTC list to a Techline case.



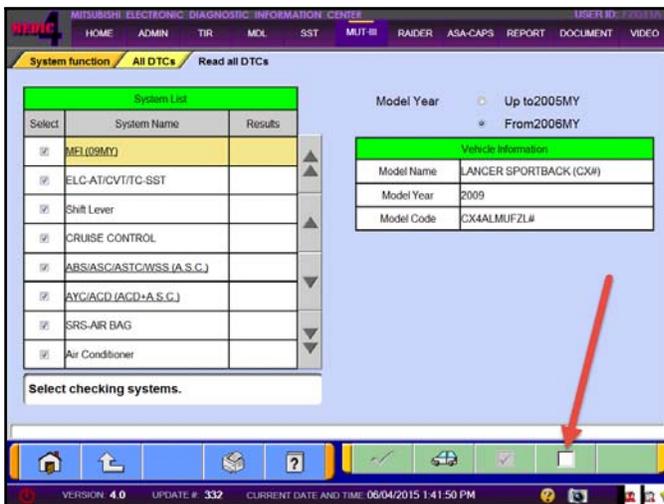
1. In MUT-III, Choose "Special Function" from the main Menu.



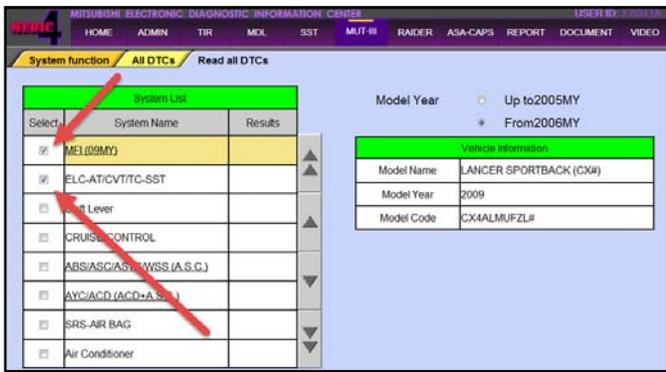
2. Select "All DTCs."



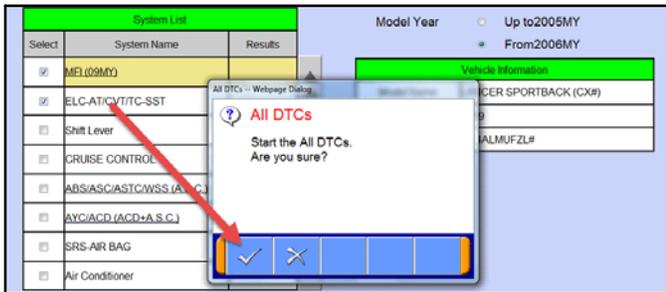
3. Select "Read all DTCs."



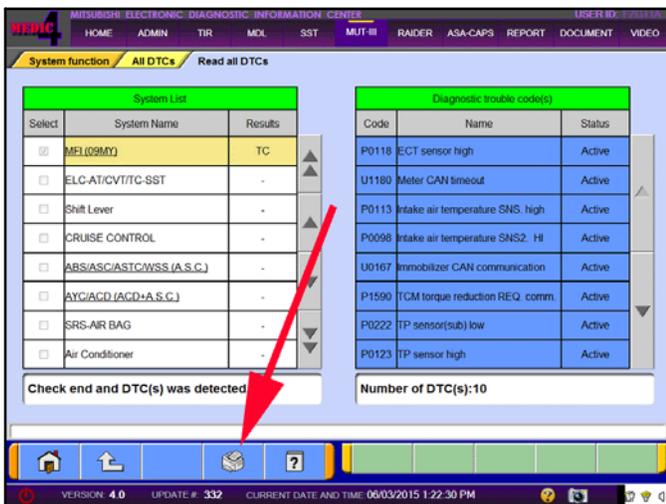
4. Click the empty check box on the bottom right to clear all choices.



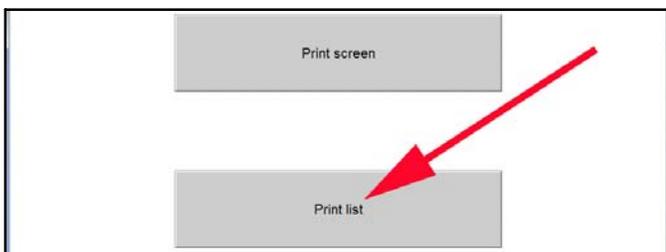
5. Choose the ECUs to read DTCs from (in this example, MFI and CVT are chosen).



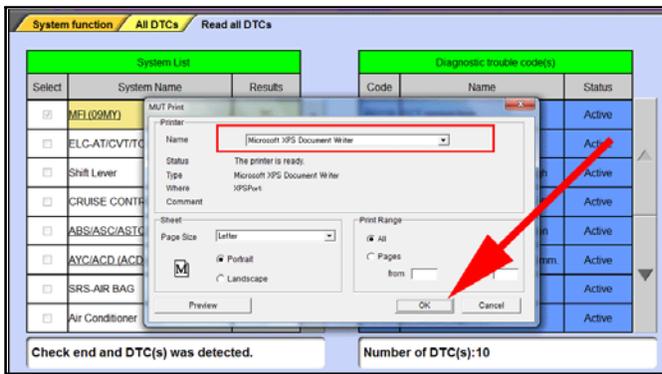
6. Start the check.



7. After the results are displayed, press the Print icon at the bottom of the screen.



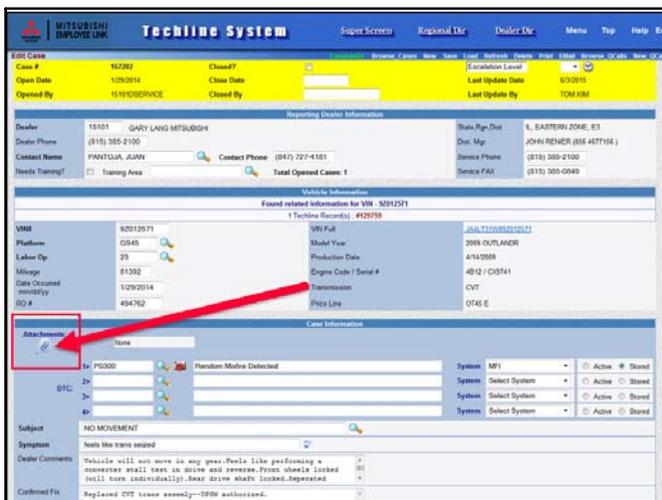
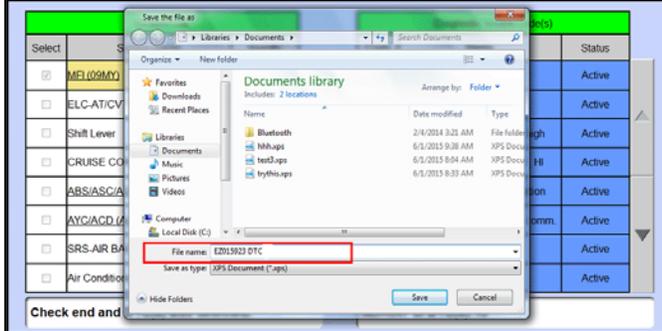
8. Select the "Print List" option. This option creates a table with all the DTC data in a file in the form of a table.



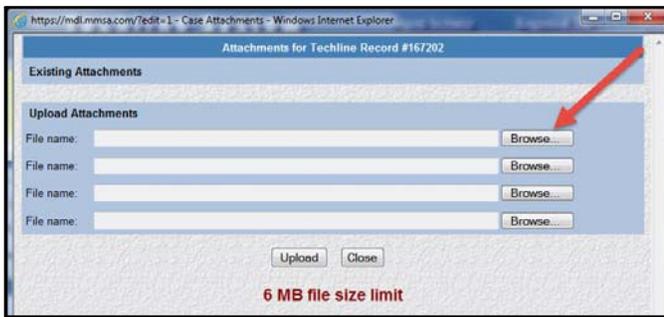
9. Printer screen will open. Use the default setting "Microsoft XPS Document Writer" and simply press "OK."



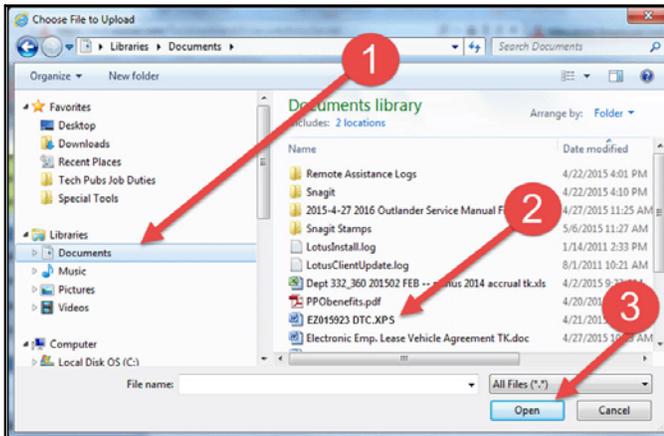
10. If you are accessing the Techline database from a Toughbook/Toughpad (through MEDIC/MDL), save the file to the default "Documents" folder on the device's hard drive. Change the name of the file using the last 8 digits of the VIN to identify the file (for example: EZ015923 DTC).



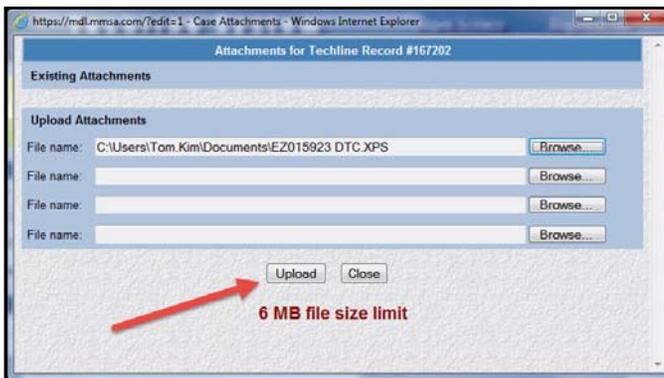
11. From the Toughbook/Toughpad, navigate to the Techline case (through MDL). Find and open the previously created Techline Case. Click on the Attachment icon (this icon is only available when a Techline case is NOT closed).



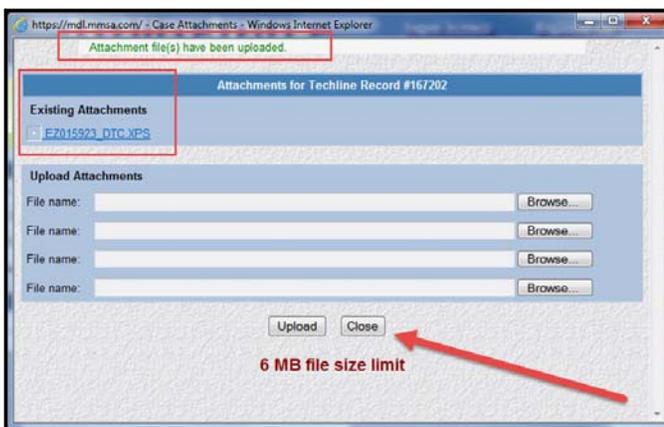
12. A pop-up window will open. Click on Browse to find the file you want to attach.



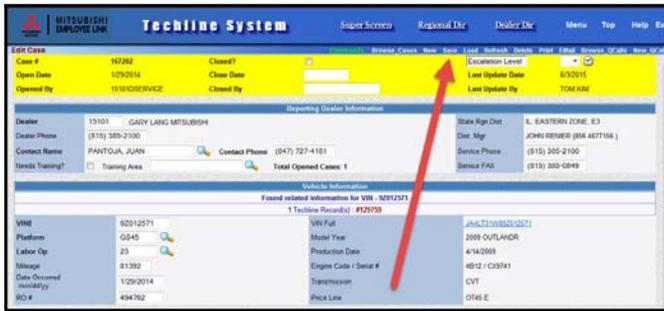
13. A Windows Explorer pop-up window will open. From the left side of the screen, make sure that the "Documents" folder is highlighted. The previously saved DTC List file (for example: EZ015923 DTC) should be listed. Select the file and click "Open."



14. The chosen file path will be displayed, as shown below. Click on "Upload" to attach the file to the Techline case.



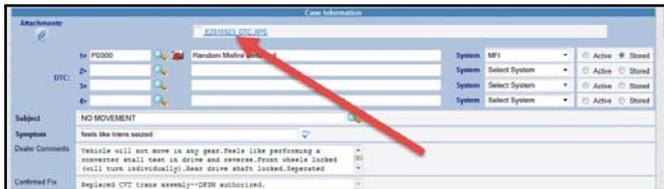
15. The file will be shown as attached. Click on "Close" to go back to the Techline case.



16. From the Techline case, click on “Save” to save the attachment to the case.



17. The attached file will now be displayed in the Techline case, as shown.



18. To view the contents of the attached file, click on the link.

All DTCs		
Item	Setting	Information
M.U.T.-3 Version		32.03
V.C.I. Version		03.55
VIN		JASAY6BV9U026383
Vehicle Information		CX44LMUF2L# 2009MY

All DTCs			
	System Name	SCC or DVC or Diagnostic database ID	Diagnostic trouble c
	MF1 (99MY)	GAS_0E640000 /0001	P0118 P0150 P0113 P0090 U0157 P1590 P0222 P0123 P2127 P2122
	ELC-A1/CV1/FC-SS1	-	
	Shift Lever	-	
	CRUISE CONTROL	-	
	ABS(A/C)AS1C/WSS (A.S.C.)	-	
	AYC(A/C) (ACD+A.S.C.)	-	
	SRS-AIR BAG	-	
	Air Conditioner	-	
	ETACS	-	
	Meter	-	
	Steering Angle Sensor	-	
	AND	-	
	AUDIO	-	
	LIN	-	
	F.A.S.Y./IMMO/Keyless/TPMS	-	
	OCM	-	
	SATELLITE RADIO	-	
	HPM	-	

19. A multi-page document will be displayed, showing the Tables with the list of DTCs.

20. Call the Techline and inform the agent that the DTC list table is attached to the Techline case. The agent will be able to open and view the attached file. The agent can also delete the file, if it was attached in error.

# Training News

# Technical Training Schedule September - October, 2015

Always check the MDL for schedule updates. Mobile Training does not appear on these calendars. Contact your District Parts & Service Manager for information about mobile training in your area.

## East Zone - N.J. Tech Training Center

September					October				
M	T	W	Th	F	M	T	W	Th	F
31	1	2	3	4	28	29	30	1	2
							EN1		ASCF
7	8	9	10	11	5	6	7	8	9
H									
14	15	16	17	18	12	13	14	15	16
							MTT2		TC-SST
21	22	23	24	25	19	20	21	22	23
								AED	
28	29	30	1	2	26	27	28	29	30
		EN1		ASCF			ES3		MEVTT

## East Zone - Atlanta Tech Training Center

September					October				
M	T	W	Th	F	M	T	W	Th	F
31	1	2	3	4	28	29	30	1	2
		ES2		ASCF			AT2		AT3
7	8	9	10	11	5	6	7	8	9
H							CC1		ABS2
14	15	16	17	18	12	13	14	15	16
									MFIT2
21	22	23	24	25	19	20	21	22	23
28	29	30	1	2	26	27	28	29	30
							CVTT		ES3

## West Zone-Dallas Tech Training Center

September					October				
M	T	W	Th	F	M	T	W	Th	F
31	1	2	3	4	28	29	30	1	2
7	8	9	10	11	5	6	7	8	9
H							AT2		AT3
14	15	16	17	18	12	13	14	15	16
21	22	23	24	25	19	20	21	22	23
							TC-SST		MEVTT
28	29	30	1	2	26	27	28	29	30
							STV4		MED2

## California Technical Training Center

September					October				
M	T	W	Th	F	M	T	W	Th	F
31	1	2	3	4	28	29	30	1	2
		EN1							
7	8	9	10	11	5	6	7	8	9
H									
14	15	16	17	18	12	13	14	15	16
							AT2		AT3
21	22	23	24	25	19	20	21	22	23
28	29	30	1	2	26	27	28	29	30

### NEWS:

The newly updated **Scan Tool Viewer** instructor-led course (STV4) is now available at training centers and mobile locations!

The new **MEDIC 4** instructor-led course (MED4) will be available soon!

Days	Code	Prerequisites	Days	Code	Prerequisites
<b>Automatic Transaxles</b>			<b>Manual Transaxles</b>		
40/50 Series Diagnosis & Repair	3	AT2T   ATFT1 or ATFWE or ATFB	Manual Transaxles & Transfer Cases	3	MTT2   MTFW, ES1, MED2, MED3, STV3
50 Series 5-speed Diagnosis & Repair	1	AT3   AT2T	Twin Clutch Sportronic Shift Transmission	2	TC-SST   AESP, ES1, ES2, STV3, MED2, MED3, ATFWE, MTT
CVT Diagnosis & Repair	2	CVTT   ATFT1 or ATFWE or ATFB			
<b>Brakes</b>			<b>Vehicle Specific</b>		
Antilock Brakes	2	ABS2   ES1	Eclipse Spyder Convertible Top (Top Stack)	1	SP3   None
<b>Electrical Systems</b>			Eclipse Outlander Technology	1	141   ES1, MED2, MED3, STV3
Electrical Systems 2	3	ES2   ES1	Mitsubishi Electric Vehicle Technician Training	2	MEVTT   AESP, ES1, ES2, STV3, MED2, MED3, 120
Electrical Systems 3	2	ES3   ES1			
<b>Engine Performance</b>			<b>Vehicle Diagnostics</b>		
Advanced Emission Diagnosis	3	AED   ES1, STV3, MFIT2	Advanced Electronic Service Procedures	-	AESP   None
Engine Technology & Diagnosis	3	EN1   None	Advanced Safety & Convenience Features	1	ASCF   ES1, MED2, MED3, STV3
Multipoint Fuel Injection	4	MFIT2   ES1, STV3	MEDIC II	1	MED2   None
<b>Heating &amp; A/C Systems</b>			Scan Tool Viewer (MUT-III)	1	STV4   None
Climate Control	2	CC1   MACW, ES1, MED2, MED3, STV3			

# Bulletin Review

The following information was recently released:

2015 Technical Service Bulletins			
Number	Title	Vehicles	Subject
SR-15-004	ABS Hydraulic Safety Recall Campaign	2006-09 Eclipse, 2007-09 Eclipse Spyder	Instructs dealers to flush and clean the brake system with DOT 4 brake fluid, test the ABS hydraulic unit and replace if necessary, and add labels to engine compartment and Owner's Manual with corrected brake fluid type.
SR-15-004REV	ABS Hydraulic Safety Recall Campaign - Revised	2006-09 Eclipse, 2007-09 Eclipse Spyder	Revision clarifies Repair Procedure, and emphasizes that dealers must use Mitsubishi Motors Genuine Brake Fluid Super4 (DOT-4) to bleed the brake and ABS hydraulic unit.
SR-15-005	Passenger Sun Visor Safety Recall Campaign	2000-05 Eclipse, 2001-05 Eclipse Spyder	Instructs dealers to install a tether strap on the passenger sun visor to prevent possible movement of the sun visor when passenger air bag deploys.
TSB-15-13-001REV	Engine Stall/PCV Hose Disconnection (Low Engine Speed, High Ambient Temperature)	2014-15 Mirage	Instructs dealers to reprogram the ECM with new software that optimizes air fuel ratio. Revision adds details on possible PCV hose disconnection.
TSB-15-22-002	TC-SST Transmission & Mechatronic Assembly Diagnosis & Repair - Revised	2008-15 Lancer Evolution, 2009-15 Lancer, 2009-11 Lancer Sportback	Provides information on diagnosis, repair, replacement, and reprogramming of the W6DGA TC-SST Mechatronic Assembly. Revision updates Warranty operation code.
TSB-15-42A-001	Lower Liftgate Panel Rust	2011-12 Outlander Sport/RVR	Instructs dealers on repair of rust or corrosion on the rear liftgate including application of protective film around the open switch area.
TSB-15-54-003	Update for DTC P1A15: High Voltage System Error - Service Manual Revision	2012-13 i-MiEV	Provides new information in the Diagnostic Trouble Code Procedures for DTC P1A15.
TSB-15-54-004	Audio Speaker Troubleshooting and Replacement Guidelines - Updated	All Models	Supersedes TSB-04-54-002REV with updated flowcharts and Car Speaker Diagnostic Check List.



# TIN/ATIN Review

The following information was recently released:

## 2015 Technical Information Notices

Number	Title	Vehicles	Subject
ATIN-15-SR-004-A	ABS Hydraulic Unit - Safety Recall Campaign	2006-2009 Eclipse, 2007-09 Eclipse Spyder	Safety Recall campaign released instructing dealers to flush and clean brake system, test for valve movement, and replace only if valve movement is insufficient.
ATIN-15-SR-004-B	ABS Hydraulic Unit - Safety Recall Campaign - Revision	2006-2009 Eclipse, 2007-09 Eclipse Spyder	Revised Safety Recall campaign released clarifying repair procedure stating that a power bleeder cannot be used for brake bleeding. Revision also emphasizes the use of only Mitsubishi Motors Genuine Brake Fluid Super4 (DOT-4).
ATIN-15-SR-005-A	Passenger Sun Visor - Safety Recall Campaign	2000-2005 Eclipse, 2001-05 Eclipse Spyder	Safety Recall campaign released to address possible movement of passenger sun visor in case of frontal air bag deployment, instructing dealers to install a tether strap on sun visor.
TIN-15-SR-004-C	Vehicles Affected by Campaign C1504K - ABS Hydraulic Unit Safety Recall Campaign - Procedure if Pre-Recall Repair Inspection Is Required per Customer Request	2006-2009 Eclipse, 2007-09 Eclipse Spyder	Instructs dealers to perform Pre-Recall Repair Inspection at customer request only for customers bringing in vehicle prior to receiving a letter and claiming abnormal brake system symptoms. Inspection check sheet included,



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